

Commonwealth of Massachusetts

Executive Office of Health and Human Services

Virtual Gateway



Business Process Reference Guide for Health Insurance and Health Assistance Programs

Fall 2005



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Chapter 1: Introduction

Purpose

The Business Process Reference Guide is a tool for registered providers who submit applications for Health Insurance and Health Assistance services on behalf of clients through Common Intake. This guide serves as a quick reference for program business processes.

Content

This guide focuses on the Uncompensated Care Pool and MassHealth and includes basic information about each program, including flow charts of some business processes.





Chapter 2: Uncompensated Care Pool

Overview

The Uncompensated Care Pool (UCP) makes payments to acute care hospitals and community health centers (CHCs) in Massachusetts for eligible services provided to low-income uninsured and underinsured people.

Only medically necessary, eligible services (according to regulation 114.6 CMR 12.00) provided by an acute care hospital or CHC in Massachusetts are eligible for payment from the UCP.

Populations Served

Individuals must be Massachusetts residents. A resident is someone living in Massachusetts with the intention of remaining indefinitely. Individuals must be determined to be a Low-Income Patient in order for the costs of their care to be eligible for payment from the UCP.

Eligibility Criteria

Category	Income Requirement	Patient Contribution
Full UC	Household income less than or equal to 200% Federal Poverty Level	None
Partial UC	Household income from 201 to 400% FPL	Patient is responsible for a deductible based on family income
Medical Hardships	Allowable medical expenses exceed 30% of family's income	Patient is responsible for 30% of family's income a medical hardship contribution that is 30% of the patient's family income plus available assets.



**Application
Processes**

UCP eligibility is no longer determined immediately at each facility.

**Application
Process for
Individuals ages
0-64:**

All applicants under age 65 applying for UCP must now apply for MassHealth using the MassHealth application process: the paper MBR; or the Virtual Gateway Common Intake form. (Please refer to **Chapter 3. MassHealth** for further information). Applications can be completed at acute care hospitals or CHCs in Massachusetts.

Applicants may also submit the MBR by mail. Please call the MassHealth Enrollment Center at 888-665-9993 (TTY: 888-665-9997) to request a Medical Benefit Request.

Submit the completed application to:

MassHealth Enrollment Center
Central Processing Unit
PO Box 290794
Charlestown, MA 02129-0214

**Application
Process for
Individuals ages
65+, individuals
under age 65
but residing in a
nursing home:**

MassHealth is currently integrating the application process for this population into the MA-21 system. As providers are trained with the new Common Intake tool that includes this change, they will begin to use Common Intake/MBR to determine eligibility for all applicants aged 65 and over. (Please refer to **Chapter 3. MassHealth** for further information). The Electronic Free Care Application will no longer be used for this population.

Until a provider has transitioned onto this new Common Intake tool, Electronic Free Care Applications should be completed for individuals aged 65 and older.

**Application
Process for
Individuals
applying for
Medical
Hardship**

These applications are not submitted through MassHealth. Applicants must complete the Electronic Free Care application available at any acute care hospital or CHC in Massachusetts.



**Contact
Information**

For general information about the UCP, contact any Massachusetts acute care hospital or CHC or:

Division of Health Care Finance and Policy
2 Boylston Street
Boston, MA 02116
877-910-2100

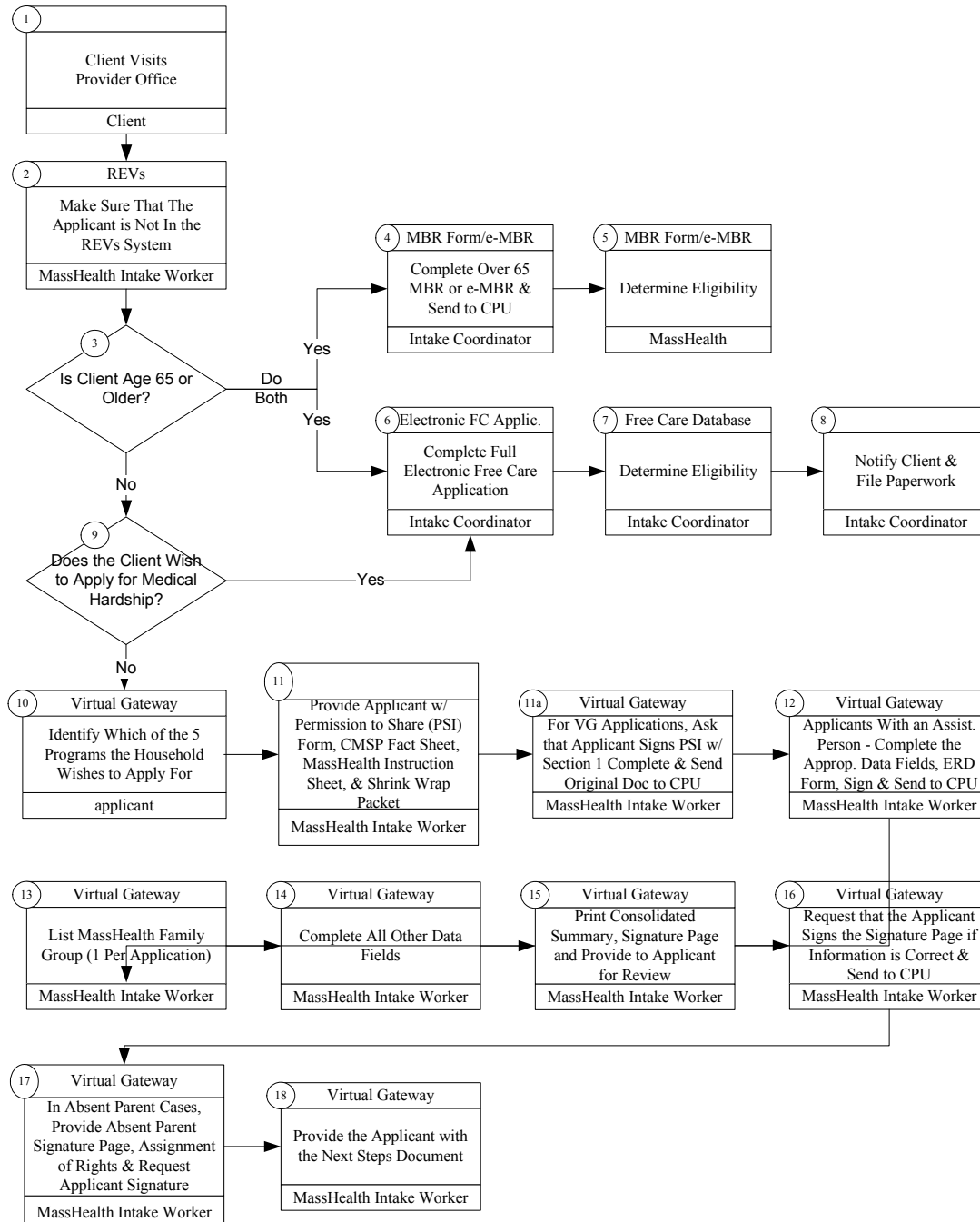
www.mass.gov/dhcfp

Office Hours

Monday-Friday 8am – 5pm



Workflow





**Application
Deadlines and
Timeframes**

With the implementation of the MassHealth application process for UCP eligibility determinations, the MassHealth application deadlines and time frames are relevant. Please refer to the MassHealth section of this manual for further information.

**Mailing
Applications**

To accommodate those applicants who wish to complete their eligibility forms at home, and for those who require this alternative, providers can mail/hand out a paper MBR to the applicant, provide instructions on how to fill it out, and request that they send the completed form directly to the MassHealth CPU.

**REVS System
Access and
Changes**

Providers must check REVS to see if a patient is MassHealth or UCP eligible. Uncompensated care eligibility determined using the MassHealth application process is accessible through REVS.

The REVS message visible to uncompensated care providers is as follows:

- Coverage type: “Full Free Care” or “Partial Free Care”

A restrictive message visible only to UC providers reads:

- “Uncompensated Care Pool is for certain hospital and CHC services only. For more information, call 617-988-3222.”

If an individual has been approved for partial uncompensated care, the REVS message includes the amount of the family deductible as well. Please note, however, that the deductible listed on REVS is still only the deductible calculated at the time of the eligibility determination. Patients and providers will need to track changes in the deductible during the eligibility period.

REVS is programmed so that providers may check retroactive uncompensated care eligibility for claims with service dates prior to eligibility begin dates.

Uncompensated care eligibility information is posted onto REVS within 48 hours from the date that an eligibility determination is made.



Frequently Asked Questions

**For updated
FAQs**

Please visit www.mass.gov/dhcfp
Click on UPC: FAQs

**Where do
providers call
with questions
about how to fill
out an MBR?**

Contact 1-888-665-9993, the MassHealth Enrollment Center.

**Where do
providers call
with questions
about how to
use the
Common Intake
application?**

Questions about the Common Intake tool may be directed to the
Virtual Gateway help desk at: (800) 421-0938.

**Where do
providers call
with UCP
questions?**

UCP provider questions can be answered by the help line at the
Division of Health Care Finance and Policy:
(617) 988-3222, or 877-910-2100.



**Where do
providers call if
there is a UCP
application
software
problem?**

Problems with the DHCFP Free Care Application software can be directed to the UCP provider liaisons at 1-800-542-7648.

**Where do
patients call
with UCP
eligibility
determination
questions, or if
they would like
to file a
grievance?**

Patient questions can be directed to the UCP helpline at: (877) 910-2100.





Chapter 3: MassHealth

Overview

Program Summary

MassHealth pays for health care for certain low- and medium-income people living in Massachusetts. MassHealth offers health-care benefits directly or by paying part or all of the participant's health-insurance premiums.

Service Offerings

MassHealth offers the following coverage types:

- MassHealth Standard
 - MassHealth Common Health
 - MassHealth Family Assistance
 - MassHealth Basic
 - MassHealth Essential
 - MassHealth Prenatal
 - MassHealth Limited
 - MassHealth Senior Buy-In
 - MassHealth Buy-In
-

Populations Served

- Families with children under age 19
 - Children under age 19
 - Pregnant women
 - People out of work for a long time
 - Disabled people
 - Adults who work for a qualified employer
 - People who are HIV positive
 - Certain people aged 65 or older who are caretaker relatives of children under 19 or who are disabled and are working 40 or more hours a month
 - People aged 65 and older who are living at home
 - People of any age who need long-term-care services
-

Eligibility Criteria

Eligibility criteria vary by coverage type. If you are eligible, we will give you the most complete coverage you qualify for.



Contact Information

MassHealth Customer Service Center: 1-800-841-2900 (TTY: 1-800-497-4648)

Office Hours: Monday to Friday 9 AM to 5 PM

Coverage Types for Applicants and Members Under 65 & Families

MassHealth Standard

This coverage type offers a full range of health-care benefits.

MassHealth CommonHealth

MassHealth CommonHealth offers health-care benefits similar to MassHealth Standard to disabled adults and disabled children who cannot get MassHealth Standard.

MassHealth Family Assistance

MassHealth Family Assistance offers coverage to children, some working adults, and people who are HIV positive who cannot get MassHealth Standard or MassHealth CommonHealth.

MassHealth Basic

This coverage type offers coverage to certain unemployed adults.

MassHealth Essential

This coverage type offers coverage to certain unemployed adults who are not eligible for MassHealth Basic.

MassHealth Prenatal

MassHealth Prenatal offers health-care benefits right away to pregnant women for up to 60 days. During the 60 days, MassHealth will decide if the pregnant woman can get another MassHealth coverage type.

MassHealth Limited

This coverage type provides emergency health services to people who, under federal law, have an immigration status that keeps them from getting more services.



Common Intake Application Process for Applicants 65 and Under

**Use this process
for the
following
populations:**

- Families with children under age 19
 - Children under age 19
 - Pregnant women
 - People out of work for a long time
 - Disabled people
 - Adults who work for a qualified employer
 - People who are HIV positive
 - *Certain people aged 65 or older who are caretaker relatives of children under 19 or who are disabled and are working 40 or more hours a month*
-

Introduction

Beginning August 2004, the Central Processing Unit is accepting electronically submitted MBRs via the Virtual Gateway (VG). The data is entered online using the VG's Common Intake Data Collection Tool from pilot sites. The staff at these sites access the tool at www.mass.gov/eohhs. When the data entry is completed, the information pertinent to MassHealth is electronically transmitted to the Central Processing Unit (CPU) where it is imported into the existing MA21 system. The following is a description of the MassHealth Business Process that should be used to process the electronic forms.

Data collection can be taken either interactively (worker and applicant sitting at the computer and data is entered directly onto the Common Intake Tool) or (*for hospitals only*) in the case of a bedridden applicant, taken at bedside.



**Common Intake
Application
Process:
Initiate the
Application**

1. Check REVS and the “Search for MassHealth Applicant” link within Common Intake to determine whether an applicant is known to MassHealth. If unknown to REVS and the “Search for MassHealth Applicant” function, proceed with the following steps.
2. The applicant identifies which of the EOHHS programs the household wishes to apply for.

***Note:** It is important to select **all** programs that the household is interested in at this point in the application process.*

3. The applicant must be given a CMSP Fact Sheet, a MassHealth Instruction Sheet and a shrink-wrapped packet that includes—a MassHealth Booklet, a Primary Language Identification Form, a Voter Registration Form, an Insurance Partnership Brochure, a WIC Food and Nutrition Brochure, and an Eligibility Representative Designation Form (ERD). The online tool’s mandatory verification box indicating that the applicant has been given these resources should be checked off.

***Note:** In order for an application to be submitted Common Intake, a PSI must be completed, signed, and submitted via the **Virtual Gateway**. The applicant must be given a MassHealth Instruction Sheet and a shrink-wrapped MassHealth packet. The online tool’s mandatory verification box indicating that the applicant has been given these resources should be checked off. If an applicant refuses to sign a PSI, Common Intake cannot be used and a paper MBR must be used as the application.*



**Common Intake
Application
Process:
Enter Applicant
Information**

4. If there is an Eligibility Representative acting on behalf of the applicant, the *Assisting Person* data fields must be completed online and the ERD form must also be filled out, signed and the original sent, with the application number notated, to CPU.

Note: For HIV applicants, an ERD must be submitted in order to share notices and information.

5. When determining MassHealth Family Groups, please list only one family group per application. A family group can be:
 - Parents, stepparents, or adoptive parents of any age and their children under age 19 living together.

If no parent is living at home, it can include:

- Siblings under age 19 living together or
- Children under 19 and an adult* related by blood, adoption, or marriage, or a spouse or former spouse of one of those relatives who are all living together.

**The adult relative can include individuals who are 65 years of age or older. This adult may or may not be applying for MassHealth.*

- An individual or a married couple living together with no children under age 19.

*Note: When identifying relationships, please use the familial designations. Do **not** use In Care Of as a relationship. All family eligibility notices will be sent to the person who is designated as Head of Household.*

6. The rest of the intake process is completed online interactively with the applicant.

**Common Intake
Application
Process:
Finalize**

7. After the data entry is completed, the Electronic Application Summary is printed and given to the applicant for review.
8. The Electronic Signature Page and PSI are printed after the summary. Applicant(s) (every applying adult 18 years of age or older in the household) must sign and date the signature page and PSI. These forms are retained by the provider for submission to CPU.
9. If an absent parent has been identified, an Absent Parent signature page along with the assignment of rights will appear and must be printed. The applicant can sign it, and it should be sent to CPU.
10. The online tool's check off box is checked indicating that the information has been reviewed and signed by the applicant(s). The following original documents are mailed to CPU in three business days:

- The VG cover sheet
- The original Electronic Application Signature page

If appropriate,

- Original ERD
- Absent Parent assignment of rights and signature page

Address labels and VG cover sheets will be provided to each site for mailing the information. The application information is submitted by clicking on the **Submit** button on the online tool. Once submitted, the data will be transmitted to the legacy systems of the selected HHS programs. For MassHealth it will be sent to MA21.

The mailing address for Central Processing Unit is:

Central Processing Unit
P.O. Box 290794
Charlestown, MA 02129-0214
Att: Electronic Process

11. A *Next Steps* document, which provides additional information regarding the application, is printed for the applicant.



**Common Intake
Application
Process:
Bedside
Application
(For Hospitals
Only)**

If an applicant is bedridden and unable to participate in the interactive process, the applicant information can be gathered at bedside using the paper Common Intake Application and later entered online. A paper PSI form must be filled in and signed as well. After the data is gathered and reviewed with the applicant, s/he signs the paper Common Intake Application. The worker will then access the online form and enter the information as described in the steps listed above. The following original documents are mailed to CPU in three business days:

- The VG cover sheet
- The original signature page with Applicant name, social security number, and Application number notated.
- The last page of the Bedside application includes the signature line. The staff member should detach the signed last page and print the Applicant's name, social security number, and Application number on it.

If appropriate:

- Original ERD
- Absent Parent assignment of rights and signature page

Preaddressed envelopes and VG cover sheets will be provided to each site for mailing the information.

Note: *MassHealth is the only program that can be applied for at bedside.*

**Faxing
Verifications
and PSIs**

Within three business days of the online submission verifications and PSIs should be faxed to 617-241-6020. If there is more than one PSI, an additional PSI paper form can be completed and faxed to CPU.

After three business days, they should be sent to the appropriate MEC. The Application number and Head of Household Name and social security number, if available, should be included on all faxed documents.

Note: The original signature pages, ERDs and Disability Determinations must be mailed as originals. Faxed copies are not acceptable.



Making Data Changes After Submission

If a data change has to be made within the three-day period, fax the Change Form cover sheet along with the change(s) to CPU at 617-241-6020. After three business days, it should be sent to the appropriate MEC. The Application number and Head of Household social security number, if appropriate, should be included on all faxed materials.

Important Numbers

HELP DESK: 1-800-421-0938

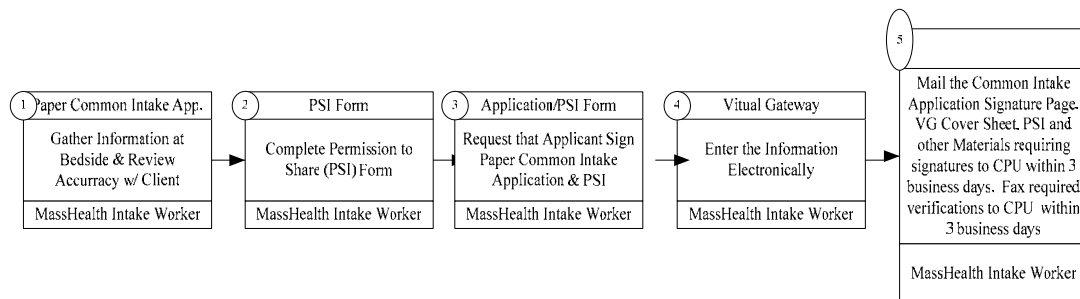
Technical questions, system issues, password requests, ordering Virtual Gateway shrink-wrap packets.

CPU FAX: 617-241-6020

Verifications, Change of Information Form



Common Intake Application [Bedside] Process Workflow for Applicants Under Age 65 and Families **ONLY** (Current as of 6/28/2005)





Common Intake Application Process for Applicants 65 and Older

Use this process for the following populations:

- People aged 65 and older who are living at home
 - People of any age who need long-term-care services
-

Overview

Beginning July 2005, the MassHealth Enrollment Centers will be accepting electronically submitted Senior Medical Benefit Request forms (SMBR) for applicants 65 and over not needing long-term care services (i.e.: residing in a nursing home) via Common Intake. When the data entry is completed, the information pertinent to MassHealth is electronically transmitted to the appropriate MassHealth Enrollment Center based on the zip code of applicant. The information is imported into the existing MA21 system. The following is a description of the MassHealth Business Process that should be used to process the electronic forms.

Initiate the Application

1. Please check REVS **and** the “Search for MassHealth Applicant” Common Intake link to determine whether an applicant is known to MassHealth. If unknown to REVS and the “Search for MassHealth Applicant” function, proceed with the following steps.

2. The applicant identifies which of the EOHHS programs the household wishes to apply for.

Note: *It is important to select all programs that the household is interested in at this point in the application process.*

3. The applicant must be given a MassHealth Instruction Sheet and a shrink-wrapped MassHealth packet. The online tool’s mandatory verification box indicating that the applicant has been given these resources should be checked off.

Note: *Common Intake cannot be used and a paper SMBR must be used as the application, if a Permission to Share Information (PSI) form is not completed and mailed to the MassHealth Enrollment Center responsible for the application.*



Enter Applicant Information

4. If there is an Eligibility Representative acting on behalf of the applicant, the *Assisting Person* data fields must be completed online and the ERD form must also be filled out, signed and the original sent, with the application number notated, to the MassHealth Enrollment Center responsible for the application.

Note: For HIV applicants an ERD must be submitted in order to share notices and information.

5. When determining MassHealth Family Groups, please include only one family group per application. A family group can be:
 - An adult married couple where at least one is 65 or older
 - An individual who is age 65 or older

Note:

- When asking if an applicant is married, it is important, for age 65 or over populations, to ask, “Do you have a spouse living with you?”
- For 2 spouses living together in the community, where **either** or **both** are age 65 or older, file a Common Intake application.
- For 2 spouses, where the applicant will be placed in a nursing home after hospitalization, file a paper **non**-Common Intake Long-Term-Care application for the applicant. If the spouse who will remain in the community needs MassHealth, file a **separate** Common Intake electronic application for the spouse. Please ensure that the information on each application, paper and VG, contains information for **both** spouses.
- When identifying relationships, please use the familial designations. Do not use *In Care Of* as a relationship. All family eligibility notices will be sent to the person who is designated as Head of Household. The persons listed must be the applicant or spouse, not the children, conservator or contact person, etc.
Notices will go out to both applicant and spouse.

**Enter Applicant
Information****(continued from
previous page)**

6. Name, Gender, Date of Birth, Address and Relationship are mandatory fields. These fields must be completed in order to proceed with the online application.

Here is a list of required information, which must be included and verified before eligibility determination can be made. This list includes, but is not limited to:

Income (Examples)

- Pensions
- Annuities
- Social Security
- Veterans Benefits
- Rental Income

Certain deductions from rental income are required, as part of eligibility process and applicant will receive a notice relative to specific information that will need to be sent in.

- Employment Income

Please check pay stubs for biweekly or weekly, gross income, not net, including tips for waitressing, etc.

Assets (Examples)

- Bank accounts
Please remind applicants that checking accounts are considered bank accounts
- Burial accounts
- Cash Surrender Value of Life Insurance
- IRA's
- Stocks
- Bonds
- Securities
- Real estate other than primary residence
- Trusts
- Vehicles if more than 1
- Interest in a Life Estate

Health Insurance**Immigration status**

MassHealth **does not need** Massachusetts licenses, utility bills, and self-declared statements of income, when MassHealth has received pay stubs.



Finalize the Process

7. After the data entry is completed, the Electronic Application Summary is printed and given to the applicant for review.
8. The Electronic Signature Page and PSI are printed after the summary. Applicant(s) (every applying adult 18 years of age or older in the household) must sign and date the signature page and PSI. These forms are retained for submission **by mail** to the MassHealth Enrollment Center responsible for the applicant.
9. The online tool's check off box is checked indicating that the information has been reviewed and signed by the applicant(s). The following original documents are mailed to the appropriate MassHealth Enrollment Center in three business days:
 - The VG cover sheet
 - The original Electronic Application Signature page
 - The original PSI

If applicable:

- Original ERD
- DDU Supplement

MEC Addresses

Revere: 300 Ocean Avenue, Suite 4000, Revere, MA 02151

Springfield: 333 Bridge Street, Springfield, MA 01103

Taunton: 21 Spring Street, Suite 4, Taunton, MA 02780-0711

Tewksbury: 367 East Street, Tewksbury, MA 01876-1957

Please send:
“ Attention: CIT Team”

10. A *Next Steps* document, which provides additional information regarding the application, a verification listing and the types of documents the applicant may submit for verifications, is printed for the applicant.

**Faxing
Verifications**

Within three business days of the online submission, verifications should be faxed to the appropriate MEC. If verifications required to be sent to the MEC are mistakenly sent to the CPU, case processing will be delayed.

MEC Fax Numbers

Revere: (781) 485-3405

Springfield: (413) 785-4180

Taunton: (508) 828-4611

Tewksbury: (978) 863-9217

Please send:
“Attention: CIT Team”

After three business days, they should still be sent to the appropriate MEC, and applicant will most likely receive a Verification Checklist. The Application Number, Head of Household Name and Social Security Number, if available, should be included on all correspondence, including all faxed documents.

***Note:** The original signature pages, ERDs and Disability Determinations must be mailed as originals. Faxed copies are not acceptable.*

**Making Data
Changes after
Submission**

If a data change has to be made, fax the Change Form cover sheet along with the change(s) to the appropriate MEC. The Application Number, Head of Household Name and Social Security Number, if available, should be included on all correspondence, including all faxed documents.

**MassHealth
Business Forms**

See Appendix



Frequently Asked Questions

Is use of Common Intake mandatory over paper MBRs and SMBRs?

The Virtual Gateway Common Intake data collection tool is just one way to capture information from potential clients. Paper MBRs and SMBRs will still be used and always available as an option.

What specific changes have been made to the paper Medical Benefit Request form and/or the specific questions asked on the MBR and SMBR?

None. The paper MBR and SMBR will remain the same and still be an option, in addition to Common Intake, for applying to MassHealth.

Does MassHealth still use the MA21 computer system for both paper and online applications?

MA21 is and will still be the system used to determine eligibility for MassHealth, CMSP, Healthy Start and Uncompensated Care for those applicants under the age of 65, and, beginning in the summer of 2005, for community elders and those seeking long term care services at home.

How will the income standards change for the MassHealth programs given the new electronic method of application processing?

All eligibility requirements will remain for each program as required by state or federal law. Common Intake is merely an electronic method for submitting application information to various EOHHS programs. Eligibility determinations based on such information will remain consistent with current processes and state or federal law requirements. Each state agency administering the various programs has issued related regulations and other public information describing eligibility for the programs.

Will the definition of “family” change in MassHealth?

No – the definitions are not changing.

**How are patients and providers notified of the coverage determinations?**

Applicants submitting MassHealth applications through Common Intake will receive MassHealth eligibility notices in the mail, just like applicants who submit paper MBRs.

Under applicable agreements, Virtual Gateway Users may only use the Virtual Gateway Common Intake Application when assisting applicants to apply for MassHealth if the applicant chooses to sign a MassHealth Permission to Share Information (PSI) form or a MassHealth Eligibility Representative Designation (ERD) form. If the applicant signs either a PSI or an ERD form, then the Common Intake User will receive a copy of the applicant's MassHealth eligibility notice in the mail. If the applicant does not wish to grant access to such information and does not sign either a PSI or an ERD form, then the Virtual Gateway User must provide the applicant with a paper MBR or SMBR. In that instance, the user will not receive a copy of the eligibility notice unless the applicant subsequently decides to sign either a PSI or an ERD form.

Virtual Gateway Users who are MassHealth providers may always access a patient's eligibility status for billing purposes through the REVS system, when either a paper MBR or SMBR application or an electronic Virtual Gateway Common Application has been submitted.

How are patients and providers notified of the coverage determinations?

When providers use the paper MBR, SMBR, or Common Intake to determine eligibility, notices are sent, as they have been in the past, by the MA21 computer system.

Who will inform and assist patients in selecting among MassHealth Managed Care Organizations ("MCO's") or in choosing a Primary Care Clinicians ("PCC's"), etc?

The MCO and PCC process will remain the same. Providers can still assist members in selecting an MCO. The MassHealth Customer Service Center (MAXIMUS) will still be responsible to outreach managed care members and assist members with the selection of an appropriate MCO or PCC.



How can providers provide feedback and otherwise comment on the new Common Intake tools?

Providers are always welcome to send their feedback to virtualgatewayhhs@state.ma.us for consideration in a subsequent Virtual Gateway version “release.” In addition, providers can click on the “Submit Common Intake Feedback” located on the Provider Dashboard of the Virtual Gateway Common Intake function.

Is the Common Intake system tied into the REVS system? Is there an assurance that REVS will be updated daily to ensure that duplicate applications are not filed? If REVS is not updated and patients are inappropriately denied, what course of action do providers have to ensure enrollment?

REVS is accessible to provider intake workers who already now have access to REVS from a link off of the Provider Dashboard on the Common Intake. The process by which REVS is updated will not change. The process for resolving enrollment issues will not change.

What is the new effective date for MassHealth enrollment – date of submission or the date that confirmation of enrollment/approval is provided? Will the confirmations be sent electronically and via paper?

For MassHealth, the application date will be the date the electronic application is received by MA21. In most instances this will be the same day the application is submitted via Common Intake. The confirmation process will remain the same as it is today.



Do providers need to have a hard copy of the electronic application signed by the applicant? If so, how do they do this?

All providers submitting electronic MassHealth applications are required to mail or have hand-delivered to MassHealth's Central Processing Unit or, if the application is for community elders or those needing services at home, the appropriate MassHealth Enrollment Center, within 3 business days from the date the application was electronically submitted EITHER: a signed, hard copy of the signature portion of the Electronic Application Summary screen, OR a signed signature page of the "bedside" Common Intake Application form. Once the CPU or MEC (as appropriate) has finished processing the electronically submitted application, whichever signed document, per above, was delivered to CPU or MEC (as appropriate) is forwarded to MassHealth's Central Filing Unit for retention in the member's case folder.

Does Common Intake accept "electronic signatures" for applications and other needed attestations?

No. Legal requirements at the moment mandate a "wet" signature. Although this may change in the future, electronic signatures cannot currently be accepted by Common Intake.

Does Common Intake accept electronic "facsimiles" of application attachments?

No. Common Intake cannot accept electronic facsimiles.

Who is required to perform the follow-up for documents if they are missing or invalid?

For MassHealth applications submitted using the paper MBR, SMBR or Common Intake, this process has not changed – MassHealth Enrollment Centers will continue to perform this function.



Do hospitals and community health centers have on-line, real-time access to applications to make corrections, address changes, other?

No. Users are not able to change an application, through Common Intake, once it has been submitted.

Can hospitals other than the one that filed the initial application through Common Intake access applications or information for use in other programs or for REVS purposes? Do they have access to the applications for use in enrolling other family members or children?

Other providers cannot view applications created and submitted at your site. However, to determine whether a Common Intake MassHealth application was previously filed by a particular individual at another provider, without actually viewing the contents of that application, providers can click on the “Search for MassHealth Applicant” from the **Virtual Gateway** Common Intake Provider Dashboard. Enrollment of additional family members requires a new application be completed.

Is Common Intake set up to prevent duplicate entries? How does it deal with duplicates where a change in the middle name, street number, or other identifying information is mistakenly entered?

Common Intake accepts all applications. Duplicate entries are resolved as part of the MassHealth eligibility determination process.



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Appendix A



VIRTUAL GATEWAY Common Intake Process MassHealth Change of Information Form



In order to make corrections to data on the Common Intake Tool, this form must be completed and faxed to either the CPU or the appropriate MEC, depending on the type of MassHealth application it is and when you are sending this form. CPU's fax number is 617-241-6020. MEC fax numbers are: Revere MEC: 781-485-3405 / Taunton MEC: 508-828-4611 / Springfield MEC: 413-785-4180 / Tewksbury MEC: 978-863-9217

Date _____
Facility _____ Phone No. _____
Sender's Name _____ User ID _____
Head of Household (HOH) Name _____
HOH SS NO. _____ Application No. _____

Please change the following information:

HEAD OF HOUSEHOLD (HOH): Place checkmark ☒ beside each item and complete.

1. ☐ HOH Name _____
☐ HOH Address _____
☐ HOH Birth date _____
☐ HOH SS No. _____
☐ Other HOH Information _____

OTHER FAMILY MEMBERS: Place checkmark ☒ beside each item and complete.

2. ☐ Family Member's Name _____
☐ Address _____
☐ Birth date _____
☐ SS No. _____
☐ Other Information _____
3. ☐ Family Member's Name _____
☐ Address _____
☐ Birth date _____
☐ SS No. _____
☐ Other Information _____
4. ☐ Family Member's Name _____
☐ Address _____
☐ Birth date _____
☐ SS No. _____
☐ Other Information _____

OTHER INFORMATION CHANGES: Describe other requested changes.

This facsimile transmittal may contain information that is privileged, confidential, or exempt from disclosure under applicable law is intended for the use of only the individual or department to which it is addressed. If you are not the recipient, or the employee or the agent responsible for the delivery of this transmittal to the intended recipient, please notify the sender by telephone at the above number and destroy the attached documents. Anyone other than the intended recipient is hereby notified that any dissemination, distribution, or copying of this communication is strictly prohibited.



 VIRTUAL GATEWAY Common Intake Process MassHealth Cover Sheet 	APPLICATION DATE:
	APPLICATION NUMBER:

Facility Information	Head of Household (HOH) Information
Facility Name: _____	Name: _____
Sender's Phone No: _____	DOB: _____
Sender's Name: _____	Soc. Sec No: _____

Please include this cover sheet when faxing or mailing any documents to MassHealth.
Verifications should always be faxed. Signature pages (two-page applicant's signature pages, absent parent assignment of rights pages, ERD signature page, PSI signature page, PCA signature pages, and DDU supplements) should always be mailed.

Verifications should be faxed within three business days from the date of the application to avoid a delay in processing to the CPU, or to the appropriate MEC if ANY applicant is age 65 or older and not a parent/caretaker relative of a child under 19. For all applications, after three business days have passed, please fax verifications to the appropriate MEC. Signature papers must be mailed to the MEC or CPU, as appropriate.

FAX NUMBERS

CPU: 617-241-6020
Springfield MEC: 413-785-4180
Tewksbury MEC: 978-863-9217
Revere MEC: 781-485-3405
Taunton MEC: 508-828-4611

Place a checkmark (✓) in the appropriate space below identifying the attached verification(s) or signature pages.

- ____ Income – FAX ONLY
- ____ Immigration – FAX ONLY
- ____ Assets (bank accounts, stocks, bonds, life insurance, etc): ONLY for applications containing ANY applicants age 65 or older and not a parent/caretaker relative of a child under 19 – FAX ONLY
- ____ Other Health Insurance (other than Medicare) – FAX ONLY
- ____ DDU Supplement—ORIGINAL – MAIL ONLY
- ____ PSI (Permission to Share Form) – MAIL ONLY
- ____ ERD (Eligibility Referral Designation)—ORIGINAL – MAIL ONLY
- ____ Signature pages—ORIGINAL, 2-page – MAIL ONLY
- ____ Other _____

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